

CLAIMS

1. (Currently Amended) A graphical user interface ~~for displaying~~ displayed on an agent's agent desktop in a contact center, comprising:

a. ~~— a managed display having~~ a task bar, wherein the task bar includes ~~at least one or more icons for identifying managed applications~~ managed application;

b. ~~— at least one icon corresponding to at least one managed application~~; and

e. ~~— a managed application display area~~ that displays a managed application responsive to the icon identifying the managed application being selected ~~displaying the at least one managed application corresponding to the at least one icon~~, wherein the ~~at least one~~ icon is selected according to a step ~~[[of]]~~ in an automated workflow that guides ~~[[the]]~~ an agent's handling of a contact, and

wherein a predetermined set of rules determines the size, placement and visibility of the ~~at least one managed application in the managed application display area~~ when the ~~at least one managed application~~ icon is selected according to the step of the automated workflow.

2. (Currently Amended) The graphical user interface as claimed in claim 1 further wherein the managed application ~~corresponding to~~ identified by the selected icon is ~~displayed outside of the managed application display area~~ in a separate window.

3. (Currently Amended) The graphical user interface as claimed in claim 1 further comprising a quick start bar, wherein the quick start bar includes ~~at least one~~ or more icons for identifying non-managed applications application.

4. (Currently Amended) The graphical user interface as claimed in claim 1 further comprising a contact center control panel ~~illustrating~~ presenting current contact information.

5. (Currently Amended) The graphical user interface as claimed in claim 1 wherein ~~the graphical user interface is displayed on the agent desktop having a display and an input device~~. the graphical user interface allows an agent to selectively input data into the at least one managed application displayed in the managed application display area.

6. (Currently Amended) The graphical user interface as claimed in claim [[5]] 1 wherein ~~the input device is used to selectively input data in to any one of the at least one managed applications.~~ more than one managed application is displayed concurrently in the managed application display area.

7. (Currently Amended) The graphical user interface as claimed in claim 1 wherein when the agent selects any of the one or more icons ~~at least one icon~~, the corresponding managed application identified by the selected icon is displayed in the managed application display area.

8. (Currently Amended) A method of managing a visual space of a customer relations management application, the method comprising:

a. ~~displaying a managed display having a managed application display area and a task bar, wherein the task bar includes at least one managed application;~~

b. ~~displaying at least one icon corresponding to each one of the at least one one or more icons for identifying managed applications; and~~

e. ~~displaying executing~~ an automated workflow that defines a plurality of steps ~~for controlling the handling of managing~~ a customer call, the automated workflow having at least one step corresponding to each one of the at least one or more icons ~~icon~~, wherein at least one of the icons ~~at least one icon~~ is selected according to the corresponding step of the automated workflow, and wherein ~~[[the]] a managed application corresponding to identified by the selected icon is displayed in [[a]] the managed application display area,~~

wherein a predetermined set of rules determines the size, placement and visibility of the ~~at least one managed application in the managed application display area when the at least one icon identifying the managed application is selected according to the at least one step of the automated workflow.~~

9. (Currently Amended) The method as claimed in claim 8 further wherein the managed application ~~corresponding to identified by the selected icon is displayed outside of the managed application display area in a separate window.~~

10. (Currently Amended) The method as claimed in claim 8 further comprising displaying a quick start bar, wherein the quick start bar includes ~~at least one~~ one or more icons for identifying non-managed applications ~~application.~~

11. (Currently Amended) The method as claimed in claim 8 further comprising displaying a contact center control panel ~~illustrating~~ presenting current contact information.

12. (Currently Amended) The method as claimed in claim 8 further comprising selectively inputting data ~~in to~~ into any one of the least one managed applications.

13. (Currently Amended) The method as claimed in claim 8 further comprising selecting any of the one or more icons ~~at least one icon~~ thereby displaying the ~~corresponding~~ managed application identified by the selected one or more icons in the managed application display area.

14. (Currently Amended) In a system having a central processor, a display, a memory and an input device, a graphical user interface for displaying on an agent's desktop in a contact center, comprising:

a. ~~—~~ a managed display having a task bar, wherein the task bar includes ~~at least one~~ managed application;

b. ~~—~~ ~~at least one icon corresponding to each one of the at least one~~ one or more icons for identifying managed applications, wherein a managed application is an application managed, at least in part, by an automated workflow; and

e. ~~—~~ an automated workflow defining a plurality of steps for controlling the agent's handling of a contact and having at least one step corresponding to each one of the one or more icons ~~at least one icon~~, wherein one of the ~~at least one icon~~ one or more icons is selected according to the corresponding step of the automated workflow, and ~~[[the]]~~ a managed application ~~corresponding to~~ identified by the selected icon is displayed in a managed application display area,

wherein a predetermined set of rules determines the size, placement and visibility of the ~~at least one~~ managed application in the managed application display area when the ~~at least one icon identifying the~~ managed application is selected according to the at least one step of the automated workflow.

15. (Currently Amended) The system as claimed in claim 14 further wherein the managed application ~~corresponding to~~ identified by the selected icon is displayed ~~outside of the managed application display area~~ in a separate window.

16. (Currently Amended) The system as claimed in claim 14 further comprising a quick start bar, wherein the quick start bar includes ~~at least one~~ or more icons identifying non-managed ~~application~~ applications.

17. (Currently Amended) The system as claimed in claim 14 further comprising a contact center control panel ~~illustrating~~ presenting current contact information.

18. (Original) The system as claimed in claim 14 wherein the graphical user interface is displayed on the agent desktop having a display and an input device.

19. (Currently Amended) The system as claimed in claim 18 wherein the input device is used to selectively input data ~~in to~~ into any one of the at least one managed applications.

20. (Currently Amended) The system as claimed in claim 14 wherein when the agent selects any of the ~~at least one icon~~ one or more icons, the ~~corresponding~~ managed application identified by the selected icon is displayed in the managed application display area.

21. (Currently Amended) A graphical user interface ~~for displaying~~ displayed on an agent[[’s]] desktop in a contact center, comprising:

a.——a quick start bar, wherein the quick start bar includes ~~at least one~~ or more icons for identifying non-managed application applications;

b.——a contact center control panel ~~illustrating~~ presenting current contact information, wherein the information indicates a type of call placed by the current contact to the contact center;

e.——a managed display having a task bar, wherein the task bar includes ~~at least one~~ or more icons for identifying managed application applications;

d.——~~at least one icon corresponding to each one of the at least one managed applications~~;

e.——a managed application display area, wherein a predetermined set of rules determines the size, placement and visibility of ~~the at least one a~~ a managed application in the managed application display area; and

f.——an automated workflow defining a plurality of steps for controlling ~~the an~~ an agent’s handling of the current contact and having at least one step corresponding to each one of the ~~at least one icon~~ one or more icons,

wherein one of the ~~at least one icon~~ one or more icons is selected according to the corresponding step of the automated workflow and the type of call indicated by the contact center control panel, and the managed application ~~corresponding to~~ identified by the selected icon is displayed in the managed application display area, further wherein the managed application ~~corresponding to~~ identified by the selected icon is selectively displayed ~~outside of the managed display area~~ in a separate window.

22. (Currently Amended) The graphical user interface as claimed in claim 21 wherein ~~the graphical user interface is displayed on the agent desktop~~ having has a display and an input device.

23. (Currently Amended) The graphical user interface as claimed in claim 22 wherein the input device is used to selectively input data ~~in to~~ into any one of the least one managed applications.

24. (Currently Amended) The graphical user interface as claimed in claim 23 wherein when the agent selects any of the ~~at least one icon~~ one or more icons, the ~~corresponding~~ managed application identified by the selected icon is displayed in the managed application display area.

25. (Previously Presented) The graphical user interface as claimed in claim 23, wherein the type of call is selected from the group consisting of: voice, e-mail, web collaboration, and chat.

26. (Previously Presented) A method for managing a graphical user interface of an agent's desktop in a contact center, the method comprising:

receiving a call at the contact center, the call having one of a plurality of media types; automatically opening one or more applications on the agent's desktop suitable for aiding the agent in handling the call depending, at least in part, upon the one media type; and automatically re-configuring the appearance of the graphical user interface as the agent follows steps of a pre-programmed call handling workflow.

27. (Previously Presented) The method of claim 26, wherein automatically re-configuring comprises automatically re-sizing one or more applications, at least in part, as a function of a number of simultaneously open applications.

28. (Previously Presented) The method of claim 27, wherein automatically re-configuring comprises automatically closing one or more applications as the agent follows the steps of the pre-programmed call handling workflow.

29. (Previously Presented) The graphical user interface as claimed in claim 26, wherein the one of the plurality of media types is selected from the group consisting of: voice, e-mail, web collaboration, and chat.